

SIX FLAGS NEW ENGLAND	
SUBJECT: CRIMINAL MANAGEMENT- ARMED ROBBERY	EMERGENCY RESPONSE PROCEDURES
SECTION: 17	PAGE: 1 of 5
EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

ARMED ROBBERY

PURPOSE

To establish a procedure for reporting armed robbery and furnishing descriptions, other identifying information, and to provide departments with an understanding of Security response and actions

POLICY

The victim of a robbery will report the incident to Security by the quickest means possible. If approached by a robber, it is imperative to follow their orders and do NOT attempt to resist the robbery effort.

PROCEDURES - VICTIMS

- A. Remain calm
- B. Activate alarm or notify Security at Ext. 3200 if it can be done safely
- C. Give as much information relevant to the robber(s) as possible
 - Physical description - height, weight, age, color of skin, color of hair, color of eyes, beard, moustache, etc.
 - Clothing - pants, shorts, shirt, jacket, type of shoes, color and style of clothing, etc.
 - Weapon - did you see it? Gun, knife, silver, chrome, blue steel, short blade, long blade, etc.
 - Direction - On foot, vehicle, motorcycle, make, model, license number, someone else pick them up, description of driver, etc.
 - Item taken - money, merchandise, hostages, etc.
 - Close location to normal business. Have all occupants remain inside for questioning and statements for Security. Do NOT leave the area!
 - Any other eyewitnesses should also be asked to remain for questioning.
 - As soon as is possible, begin writing down EVERYTHING you can remember while it is fresh in your mind.

PROCEDURES - SECURITY DISPATCH

- A. Alarm is received from Cash Control -
 - Notify responding units of a Signal 30. Begin logging everything in chronological order.
 - Notify Bike and Mobile units to respond to their predetermined locations.
 - o Bike Units
 - o Mobile Units
 - Call Cash Control at Ext. 3480

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- Ask the following question: *"How are things today?"*
 - Required response if everything is secure and the alarm has been set off accidentally:
"This is _____ (employee's name), I accidentally tripped the alarm."
 - Required response if it is an ACTUAL robbery in progress or a robbery is over:
"Yes, we will mail your check. Can we call you back later?"
 - Notify responding units to be advised we have Signal 30 in station 23
 - The first responding unit may be able to verify that a robbery is occurring.
 - As soon as HE/SHE confirms that a robbery is occurring or has occurred:
 - o Contact Agawam Police Department or Operations Base.
 - o Be prepared to give clear and concise directions to location.
 - o Advise ALL uniform officers to stay clear of immediate area.
 - Monitor radio transmissions. Be alert for observations by perimeter officers regarding the suspect's direction of travel. Record the information on the base log even if it is not transmitted directly to Security Base.
Security Management begins primary notifications, the Emergency Command Center is set up, secondary notifications are made and the Media Response Plan is implemented.
 - When a signal 30 is broadcast over the radio Unit 500 calls Operations Base for verification of the signal 30
 - o If Security Base is secure, report that status to Unit 500 or appropriate Unit.
 - o If the aggressor has moved into Security Base the dispatcher should respond: *"I'm too busy right now. I'm on my 10-99."*
 - o If the aggressor is in Security Dispatch, Station 21 becomes the emergency dispatch location. Security Station will transmit: *"Base is 10-8"* and assume dispatch responsibility This transmission indicates to all units that Base is also under duress. Security office MUST notify Agawam Police Department via 911 of the situation.
- B. Alarm from Ticket Booths, Guest Relations, or Toll Booths -
- When a duress alarm is received from any of these locations, note the location, time and silence the alarm. Immediately notify Unit 500, the Main Gate Security Supervisor, Bike Units, and Vehicle to respond.
 - Call the location.
 - Ask the following question: *"How are things today?"*
 - Required response if everything is secure and the alarm has been set off accidentally:
"This is _____ (employee's name), I accidentally tripped the alarm."
 - Required response if it is an ACTUAL robbery in progress or a robbery is over:
"We have extra tickets. Can we call you back later?"
 - Notify responding units of an actual Signal 30, **be advised we have a Signal 30.**
 - The Supervisor, or first responding unit, may be able to verify that a robbery is occurring. If confirmed this unit notifies Operations Base of an actual signal 30.
 - Operations Base will then:
 - o Contact Agawam Police Department.
 - o Be prepared to give clear and concise directions to location.
 - o Advise ALL officers to stay clear of immediate area.

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- Monitor radio transmissions. Be alert for observations by perimeter officers regarding the suspect's direction of travel. Record the information on the base log even if it is not transmitted directly to Security Base.
- Safety/Security Manager begins primary notifications, the Emergency Command Center is set up, secondary notifications are made and the Media Response Plan is implemented.

PROCEDURES - SECURITY SUPERVISOR

- As soon as you are notified of alarm or call, **RESPOND**.
 - Observe at a safe distance to ascertain if the robbery is occurring at that time. Phone calls should be in the process of being made during this time by your Dispatcher.
- If the robbery is in progress, and a description of the suspect or suspects can be made, radio this information to all units.
- If the robbery has already occurred, see that the victim is relieved of duty and escort him/her immediately to Security Headquarters. Separate any witnesses and notify Loss Prevention to begin taking preliminary statements.
- Secure the area with additional officers to preserve the scene and evidence until Agawam Police Department arrives. You will be relieved at the discretion of Security Manager.

PROCEDURES - SECURITY OFFICERS

- Unless immediate action is called for to eliminate risk of injury or loss of life, **DO NOT INTERFERE** with a robbery in progress.
- Respond to the alarm or call only after being instructed to do so by the Security Supervisor.
 - You will be instructed by your Supervisor of location for perimeter control and visual surveillance.
- Relay only pertinent information over the radio.
- If directed by you supervisor, after the robbery is over, separate witnesses and begin to gather statements. Interview witnesses in as much privacy as possible.
- Contact your Supervisor as new information becomes available.

PROCEDURES - PATROL OFFICERS, BIKE UNITS, AND SECURITY STATION

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- A. Bike units
- Bike Unit responds to the main lot exit to record the license plate numbers of vehicles exiting the park.
 - Bike Unit responds to the Vehicle turnaround to observe vehicles and record the license plate numbers of all inbound and outbound vehicles.
- B. Mobile units
- Mobile Unit responds to the underpass on Main Street to monitor and record license plate numbers of vehicles coming and going.
- C. All units will continue this task until relieved by your Security Supervisor.
- D. If a description is obtained of the vehicle used in the robbery (tag number, color, make, model, number of passengers, and direction of travel) it is the responsibility of these units to record the information. **UNDER NO CIRCUMSTANCES IS A SECURITY OFFICER TO PURSUE OR CONFRONT THE SUSPECT VEHICLE.** Relay this information to the Dispatcher to be relayed to responding Agawam Police Department officers and all approved Six Flags New England Management.

PROCEDURES - CASH CONTROL EMPLOYEES

- A. Duress alarms are located at various booths and locations. Please see your supervisor for specific locations and proper use.
- B. Once an alarm is activated, Operations Base will be calling to verify the alarm. The Base Operator will ask: *"How are things today?"*
- C. It is an accidental alarm, the required response is: *"This is _____ (your name), I accidentally tripped the alarm."*
- D. If it is an **actual robbery**
- The required response is: *"Yes, we will mail your check. Can I call you back later?"*
 - Cooperate fully with the suspect.
 - Remain as calm as possible.
 - Note description of the individual - Sex, approximate age, hair, beard, moustache, clothing, height, voice type, or any distinguishing marks.
 - Be prepared to give as much information as possible following the conclusion of the robbery. (Route of escape, vehicle used, gun used, etc.)
 - Do not leave the area. Wait to be escorted by Security to another area.

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PROCEDURES - EMPLOYEES AT TICKET BOOTHS, GUEST RELATIONS AND TOLL BOOTHS

- A. Duress alarms are located at various booths and locations. Please see your supervisor for specific locations and proper use.
- B. Once an alarm is activated, Security Dispatch will be calling to verify the alarm. The Security Base Operator will ask: *"How are things today?"*
- C. If it is an accidental alarm, the required response is: *"This is _____ (your name), I accidentally tripped the alarm"*.
- D. If it is an actual robbery
 - The required response is: *"Yes, we have extra tickets. Can I call you back later?"*
 - Cooperate fully with the suspect.
 - Remain as calm as possible.
 - Note description of individual. (Sex, approximate age, hair, beard, moustache, clothing, height, voice type, or any distinguishing marks.)
 - Be prepared to give as much information as possible following the conclusion of the robbery such as route of escape, vehicle used, gun used, etc.
 - Do not leave the area. Wait to be escorted by Security to another area.